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## Get Your Medicare Questions Answered with 1-800-MEDICARE



Do you have questions about your Medicare coverage? 1-800-MEDICARE (1-800-633-4227) can help! Read this tip sheet to find out how calling 1-800-MEDICARE can answer your Medicare questions in English or Spanish. TTY users should call 1-877-486-2048.

### What Should I Have Ready When I Call 1-800-MEDICARE?

Before you call, have your Medicare number from your red, white, and blue Medicare card available. The automated system will ask for your Medicare number at the beginning of the call. You can either speak (say) your Medicare number or enter it with the telephone keypad. If you use the telephone keypad, enter the numbers and press the \* key for any letter(s).

- If you have someone call for you, the customer service representative can only speak with him or her if you give permission.
- You can either be present on the phone to give permission, or you must fill out a permission form in advance, and mail it to Medicare. You can get a copy of this form, called the "Medicare Authorization to Disclose Personal Health Information," by visiting [www.medicare.gov](http://www.medicare.gov) or calling 1-800-MEDICARE. Fill out this form and mail it to Medicare BCC, Written Authorization Dept., PO Box 1270, Lawrence, KS 66044.

### What Do I Need to Know If I Call 1-800-MEDICARE About a Claim?

1-800-MEDICARE has specialized customer service representatives who are trained to handle certain types of calls. To ensure that you get to the **right** customer service representative the **first** time, you should pay close attention to the instructions in the automated system. This is particularly important if you are calling about a Medicare claim.

- You should say "claims" if you are calling about any of the following:
  - An issue with a Medicare claim
  - Your Medicare Summary Notice (MSN)
  - Medical services and supplies you got



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## What Do I Need to Know If I Call 1-800-MEDICARE About a Claim? (continued)

- The automated system will then ask you what type of claim you are calling about. You can say “doctor service,” “hospital stay,” or “medical supplies.” If you have your MSN, the customer service box (in the upper right hand corner of page 1 on your MSN) indicates the type of claim you should request.
- If you are calling about a claim, you should have the following information available when you speak with a customer service representative:
  - Your MSN (if available)
  - The doctor’s or provider’s name
  - The date you got the service
  - The type of service or supply you got
  - Any amount that you already paid

## When Do I Call Someone Else About My Medicare Questions?

1-800-MEDICARE can answer many of your Medicare questions but not all of them.

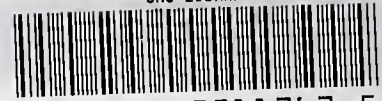
- If you are enrolled in a **Medicare Advantage Plan** or a **Medicare Prescription Drug Plan** and have questions related to your plan, your enrollment, or the services provided, call the plan. The plan phone number will be on your membership card or other materials they have sent you.
- If you need to enroll in Medicare Part A and/or Part B or make changes to your personal information (such as your name, address, or to report a date of death), call **Social Security** at 1-800-772-1213 for help in English or Spanish. TTY users should call 1-800-325-0778.
- If you get benefits from the **Railroad Retirement Board**, call 1-800-833-4455 with questions about Part B medical services and bills.

## When Do I Call Someone Else About My Medicare Questions? (continued)

- If you have insurance that pays before Medicare (for example, you are working and have insurance through your employer), and you have changes to that insurance, contact the **Coordination of Benefits Contractor** at 1-800-999-1118. TTY users should call 1-800-318-8782. Changes include reporting any of the following:
  - Your other insurance is ending (for example, you stop working)
  - Your new insurance (for example, you start working)
  - Any changes to your insurance
- If you have limited income and get medical assistance from your **State Medical Assistance (Medicaid) office**, contact them for questions about Medicaid coverage. If you don't have the phone number for your State Medical Assistance office, you can get it by calling 1-800-MEDICARE and saying "Medicaid" in the automated system or by visiting [www.medicare.gov](http://www.medicare.gov) and selecting "Find Helpful Phone Numbers and Websites."



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